

**481—73.2(10A) Complaints.** Complaints are received in writing or verbally from any source. The department may acknowledge in writing receipt of a complaint.

Each complaint is recorded in a log and assigned a number. Complaints received and logged include as much of the following information as possible:

1. Case number,
2. Provider name, address, telephone and identification number,
3. Referral source,
4. Date complaint received,
5. Allegation.